The Impact of the CLIP Framework on Patient Service Transformation and Multi-Professional Team Working
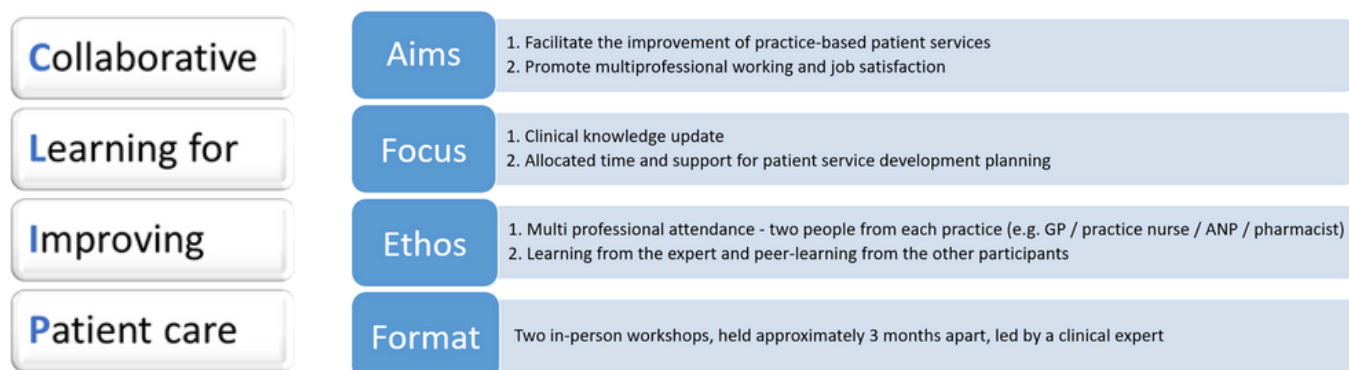
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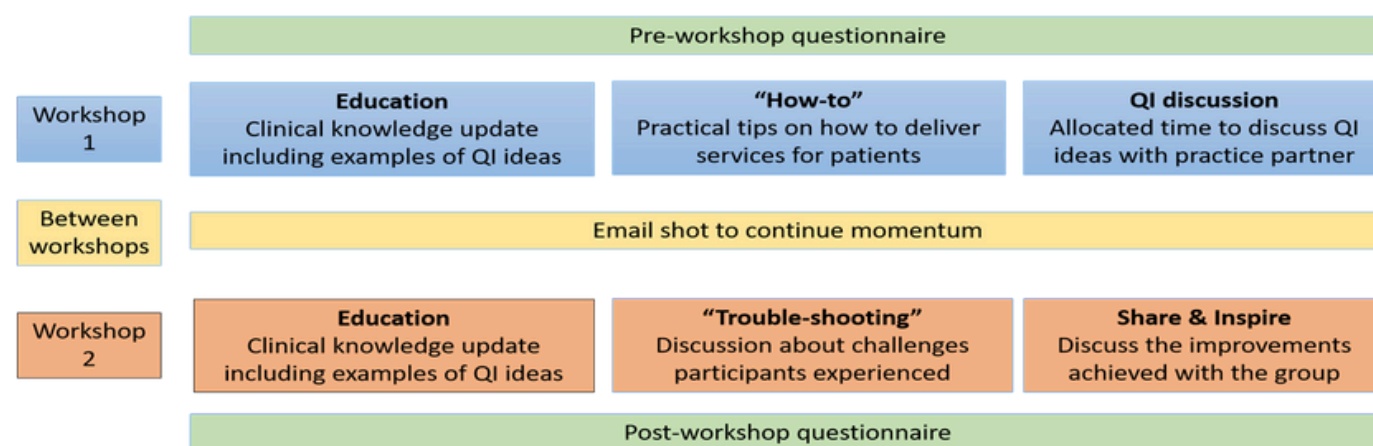
Context and Approach:

Traditionally, GP continuous professional development (CPD) education aims to increase GP knowledge about a particular clinical topic. However, we do not know if this knowledge translates into improved patient experience or services.

The CLIP (Collaborative Learning for Improving Patient care) frame work is being trialled at HEIW to deliver education to GPs and their primary care colleagues. This new model involves a GP and an allied healthcare professional from the same practice attending the workshops together. There is a focus on improving the delivery of patient services within each GP practice.

Developing services for patients cannot be done by GPs working in isolation. Facilitating multi-professional team working will improve patient services. I hope that supporting clinical teams to work together to create effective patient services will improve inter-professional working and job satisfaction.

Collaborative	**Aims**	1. Facilitate the improvement of practice-based patient services 2. Promote multiprofessional working and job satisfaction
Learning for	**Focus**	1. Clinical knowledge update 2. Allocated time and support for patient service development planning
Improving	**Ethos**	1. Multi professional attendance - two people from each practice (e.g. GP / practice nurse / ANP / pharmacist) 2. Learning from the expert and peer-learning from the other participants
Patient care	**Format**	Two in-person workshops, held approximately 3 months apart, led by a clinical expert

CLIP Framework Summary:

	Pre-workshop questionnaire		
Workshop 1	**Education** Clinical knowledge update including examples of QI ideas	**"How-to"** Practical tips on how to deliver services for patients	**QI discussion** Allocated time to discuss QI ideas with practice partner
Between workshops	Email shot to continue momentum		
Workshop 2	**Education** Clinical knowledge update including examples of QI ideas	**"Trouble-shooting"** Discussion about challenges participants experienced	**Share & Inspire** Discuss the improvements achieved with the group
	Post-workshop questionnaire		

Progress to date and Future Plans:

Research Questions:

- How does the CLIP framework influence the development of patient services in GP practices?
- How do participants perceive the impact of the CLIP framework on interprofessional working?
- What changes in job satisfaction have been reported by participants after participating in the CLIP framework?

Leadership:

- Made changes to the CLIP framework to facilitate participant collaboration
- Regular meetings with management team to update and listen to feedback.
- Request to management team to plan future workshops to allow further evaluation of the CLIP framework

Progress:

- Literature search
- Final draft of CLIP framework created. Implementation guide written
- Logic model completed and considered how to measure the outcomes
- Draft of participant questionnaire written

Reflections:

My biggest challenge so far has been identifying how to measure my outcomes. I spoke with colleagues from the Bevan Commission to discuss various options. I completed a logic model which helped me clarify what I am trying to measure. This has allowed me to create a participant questionnaire to collect appropriate data.